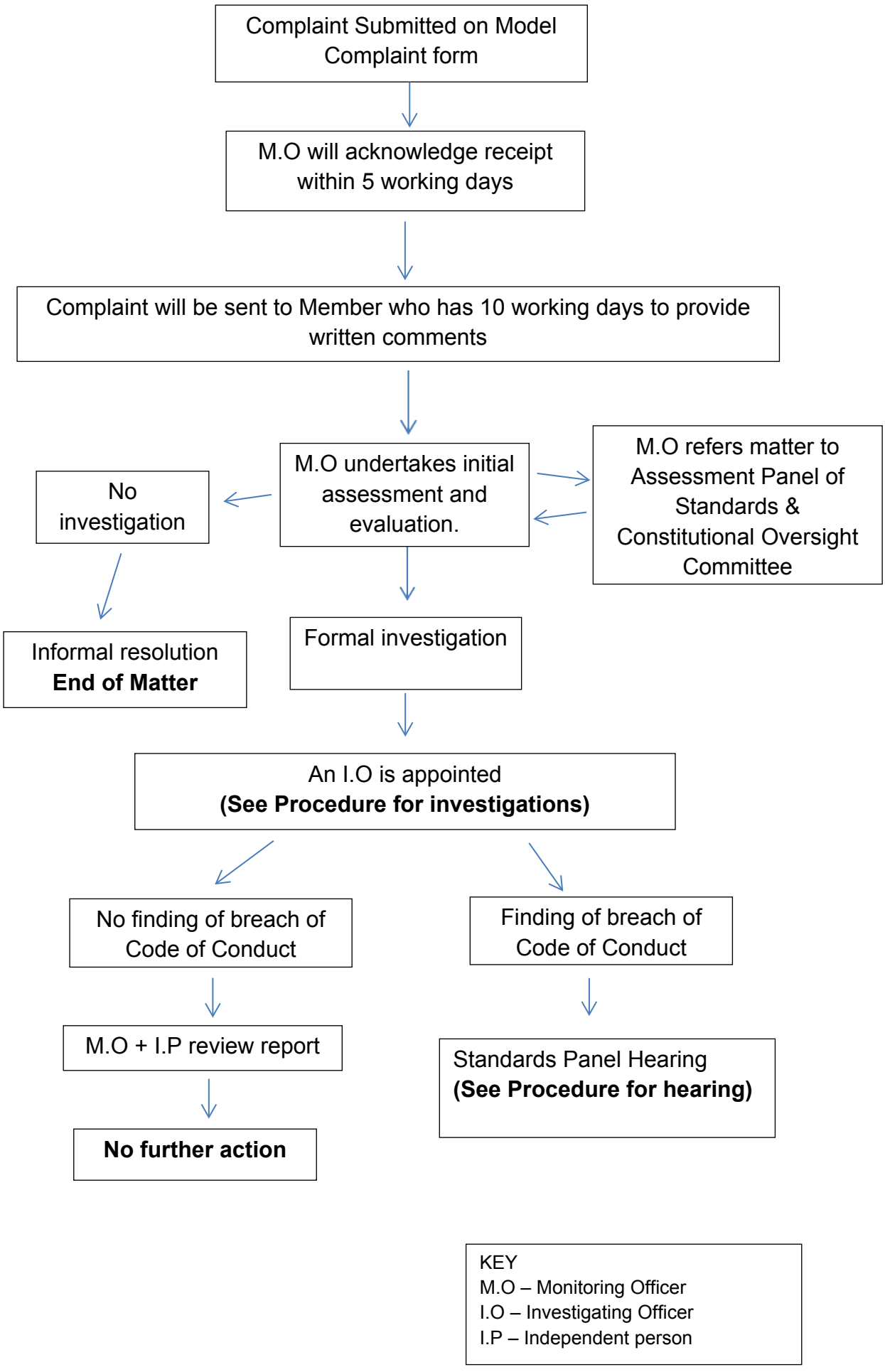
APPENDIX 2

STANDARDS COMPLAINT PROCESS FLOWCHART